

## **Exhibit E**

Compilation Audio Recording Transcripts

**February 8, 2018 Call Transcript**

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Prerecorded Message	Thank you for choosing Marriott hotels! We would like to inform you that your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive any additional offers, press -
Sophia	Hi, good afternoon. This is Sophia on behalf of the Grand Rivera Resort. Who do I have the pleasure of speaking with?
Escano	Hold on one sec.
Sophia	Hi, how are —
Escano	Hey, are you still there?
Sophia	Yes, sir. I'm still here.
Escano	Just give me one second here. Alright, sorry about that. This is Ruben.
Sophia	How are you today?
Escano	Good. How are you?
Sophia	I'm fine, sir. Thanks for asking. Well, sir, I am showing here that we do have a couple of vacation package left in your area code. Please understand that I can only hold this until the end of the phone call since this is at a promotional price. Grab a pen and paper so I can give you the details of your vacation package, okay?
Escano	Okay.
Sophia	The idea behind the promotion is to help bring you to Mexico and that you enjoy its fabulous all-inclusive vacation. We know that once you experience our five-star service, you will travel with us again in the future. Most important, you will tell all of your friends and family members what a great time you had, which will give us great word-of-mouth advertising as well. Does that make sense?
Escano	Yeah.
Sophia	All we ask in return is for you to take a tour of our resorts and all the amenities that we have to offer. Keep in mind that you will have a full two and half years to travel, so don't concern yourself with travel dates or who you will be bringing with you. Fair enough?

	Hello?
Escano	Yeah, I'm still here. I just need to get a pencil. I want to write this, get some information. I wanted details. Give me one second.
Sophia	Okay.
Escano	Sorry, I'm still trying to get this thing.
Sophia	Okay.
Escano	Okay. You still there?
Sophia	Yes, sir. I'm still here.
Escano	Okay, sorry about that. I got a pen now. Alright, you can go ahead.
Sophia	Okay, now, sir, are you over the age of 25? To check into the resort, you do have a valid credit or debit card in your name, I assume?
Escano	Yeah, yeah.
Sophia	Have you been to Mexico before?
Escano	I haven't. How long would the trip be? Like do—is it a set time or, how many... How many nights...
Sophia	The trip is for six days, six days and five nights, sir.
Escano	Okay, that's good.
Sophia	Okay, where you will be staying at the Bluebay Grand Esmeralda. That is one of the finest hotels here in the Riviera Maya, Mexico, where you can experience the ultimate in five-star luxury, surrounded by a large jungle and the stunning shore lines of the Caribbean Sea. Allowing guests a comfortable and unique way of enjoying the fine sand and clear waters. There are a total of 979 elegant and spacious rooms offering the ultimate in luxury for the perfect stay. Since the vacations are all inclusive, you will get a wristband upon check in, and you can put your wallet away because everything is included, such as unlimited breakfast, lunch, dinner and snacks, three unlimited premium and domestic liquors, non-alcoholic beverages, room services and other tips and taxes are included. There are all sorts of amenities to enjoy, six gourmet restaurants, four bars and a fantastic kid's club. You will also receive up to a 40% discount on [unintelligible] excursions, including trips to the Mayan ruins, swimming with dolphins, and you can also simply relax on the white sandy beaches. Now the vacation is for two

	adults and two children 12 and under, if any. Who do you normally travel with?
Escano	I'll probably go by myself, you know, spend some time. I'm going to Mexico, why not relax?
Sophia	Okay, okay. Well, what do you like to do on your vacation, sir?
Escano	Absolutely nothing. Sit by the beach.
Sophia	Okay, well, all of our resorts are beautiful beachfront properties where you can enjoy the great view, get some rest and relaxation, we offer you a renewal spa, world class spa, hydrotherapy and aromatherapy station, and of course you can enjoy a wonderful Swedish massage, okay?
Escano	Yeah.
Sophia	Keep in mind that we also have fine dining in any of our six restaurants, casinos, bars. Okay?
Escano	Okay.
Sophia	To register with us today, sir, as a bonus, you will be receiving a second vacation for the most travelled destination in the Caribbean, Punta Cana in Dominican Republic, where you will stay for six days and five nights. The Reserve at Paradisus Punta Cana resort all-inclusive, features a private beach, a full service spa, five other pools, a casino, a nightclub and a children's pool. Sounds great, doesn't it?
Escano	Yeah, yeah, it is.
Sophia	Okay. Your responsibilities...
Escano	Hello? Hello? I can't hear you. Hold on. Hello?

**February 8, 2018 Return Call Transcript**

Lucia	Hi, good afternoon, sir. This is Lucia, I'm sorry that we had a bad connection.
Escano	Oh yeah, yeah I was wondering what was going on.
Lucia	OK, now sir, as I was saying, let me [unintelligible] the package for you okay?
Escano	Okay.
Lucia	Sir, that is six days five nights all-inclusive at the BlueBay Grand Esmeralda in Mexico. Six days five nights all-inclusive at the Reserve at Paradisus in Punta Cana. You have 18 months from today's date to take your first vacation with an additional 12 months to take your second vacation. That's a total of two and a half years and they're 100% extendable. This will give you time to plan when you want to go and who you will be bringing with you. These vacations are also transferable. If you cannot use them for any reason, you can sell them or give them away to a family member or a friend as a great gift. They're also open-dated with no blackout dates, so you can travel whenever you want as long as you give us a 45-day advance notice of your required travel dates. The retail price of these vacations is over \$3,499 US dollars. However, after we apply your 2,500 discount to the price of these vacations and in exchange for you touring our resorts, this comes out to only 999. But that is not per person or per vacation. The 999 will cover for two adults, two children, on both vacations with all-inclusive accommodations. Now we do accept MasterCard, Visa, American Express and Discover. Which card will you be using to secure your vacations?
Escano	Either American Express or Visa, what's the.... so I would pay for it now?
Lucia	Ok, sir the only two reasons someone would pass on this promotion: is this a financial issue or too good to be true?
Escano	So you want me to- I would pay for it right now is that how it would work?
Lucia	Yes sir, we do require a financial commitment.
Escano	Okay
Lucia	Okay. Let me-
Escano	So is this Marriott or is this, what's the company that I'm buying from?
Lucia	No sir, this is not the Marriott. We are Gold Coast commerce members of the RCI, and we are linking up with the RCI with the Marriott and [unintelligible] timeshare.
Escano	You have to repeat that. The RCI? What's the RCI?
Man's Voice in Background	We are Gold Coast members....
Lucia	We are Gold Coast members of RCI.

Man's Voice in Background	That's the Resorts....
Lucia	That's the Resorts Condominiums International.
Man's Voice in Background	We are affiliated....
Lucia	We are affiliated....
Man's Voice in Background	-with Marriott....
Lucia	-with Marriott....
Man's Voice in Background	-through timeshare.
Lucia	-through timeshare.
Escano	So, but what's the name of your company?
Lucia	The Grand Riviera Resorts.
Escano	Oh, ok the Grand Riviera
Man's Voice in Background	A marketing division under RCI.
Lucia	Yes, sir?
Escano	So which is the name of the resort in Mexico that would be my first trip?
Lucia	Oh the first that is the Blue Bay Grand Esmeralda. That is in Mexico, Playa del Carmen. Then the second one is the Reserve at Paradisus in Punta Cana, in the Dominican Republic.
Escano	Okay I've heard of that one, it's a good one.
Lucia	Okay.
Escano	So what's the name of your company again. It sounds very similar to the one in Mexico.
Lucia	That's the Grand Riviera Resort.
Escano	Ok.
Lucia	We are the marketing division in the Mayan Riviera for RCI.
Escano	And where are you guys located? Where's your office?
Lucia	Cancun, sir. Cancun, Benito Juarez, Quintana Roo.
Escano	Oh, so you're calling from Cancun?
Lucia	That's correct, sir.
Escano	Oh okay alright. So -
Lucia	What do you think sir?
Escano	And you said its \$900?
Lucia	It's only 999, sir. That will be covering for two adults, two children on both vacations with all-inclusive accommodations.
Escano	How much time, can I think about it and call you guys back? Do you guys have a callback number?
Lucia	Actually sir, it's a one call per household at the promotional price.
Escano	So I have to decide now.
Lucia	Yes sir, you got to make a decision if you're going to pass it up or you're going to take advantage of it.

Escano	Hold on let me text my wife and see, let me just, I'll stay on the line but let me just see what we got.
Lucia	Take your time, sir. Any questions you let me know, okay?
Escano	Okay. Okay, so I guess while I wait to hear from her, um so what's the - so you guys are in Cancun - do you guys have a website I can check out while I'm on the phone with you?
Lucia	Excellent question sir, let me get you further assistance with that, okay?
Escano	Okay.
Brandon	Hello good evening, my name is Brandon. I'm the promotional director. How are you today?
Escano	Good, how are you?
Brandon	Doing great sir, thank you for asking. My agent just stood up and waived me over. What can I do today to get you down to one of our beautiful five-star properties?
Escano	I was, I wanted to see if you guys had a website I can check out while I wait to hear from my wife -
Brandon	Of course
Escano	-to see
Brandon	Of course, not a problem. Let me know when you're ready with the search engine.
Escano	Ok, I'm ready.
Brandon	Perfect go to www.grandrivieraresorts. That's resorts with an "s" at the end.
Escano	dot com?
Brandon	dot com, that is correct.
Escano	Okay.
Brandon	That's www.grandrivieraresorts.com. grandrivieraresorts.com let me know when you're on the page
Escano	And that's Riviera, spelled r-i-v-i-e
Brandon	i-e-r-a. It's just rivi-era, e-r-a.
Escano	e-r-a.
Brandon	That's right. Grand Riviera Resorts with an "s" at the end, dot com.
Escano	How do you spell riviera?
Brandon	r-i-v-i-e-r-a.
Escano	Okay.
Brandon	Grandrivieraresorts.com.
Escano	Okay I'm there.
Brandon	Alright, once you're on the page, are you on a mobile device or a PC?
Escano	I'm on mobile but I'm looking at the desk - actually, sure I'm on the desktop version.
Brandon	Okay, so you're on the PC. Alright once you're on there, I want you to click on menu, or promotion at the top of the page there should be an option that says "promotions."

Escano	Got it.
Brandon	Perfect, what you should be looking at would be the six days and five nights to the BlueBay Grand Esmeralda first, all-inclusive, and six days and five nights at the Paradisus.
Escano	Got it.
Brandon	Okay, what it is sir, it's a basic form of marketing strategy, we're getting you down here to actually tour the property. All we want is 90 minutes of your time when you're in Mexico alone. Okay? You're going to get the total price of \$999 for both vacations covering up Mexico for six days and five nights each. Both vacations are all-inclusive and you're getting two of them covering two adults and two kids, twelve and under, if any.
Escano	And you guys, you guys are only based in Mexico? There's no, you guys don't have a United States address or phone number in the United States?
Brandon	Yes, we actually do have a 1-800 toll-free number, sir. Okay, but keep in mind yes, we are located in Mexico. We're a marketing division under RCI, registered under PREFECO and what we're doing is a basic form of marketing strategy. Keep in mind, to actually have a legal promotion like this running over the phone we have to have some terms and conditions and agreements by the bank itself to make it completely legitimate. Okay? So, of course, what it is is we're not the last person you speak with here, sir. We're just the one making the offer. If you like the package -
Escano	My wife just texted me back. Hold on.
Brandon	Okay. Take your time.
Escano	She said no. Hold on. Let me -- let me text her back and see. She -- she's saying no. Um....
Brandon	Of course. I mean, she has no idea what's going on.
Escano	Yeah. I gotta.... let me just text her and see. So you said six...
Brandon	Take your time, sir.
Escano	...six nights, well five nights.
Brandon	Six days, five nights.
Escano	Okay. Five nights. That's for the first one. What about the second one?
Brandon	It is also six days and five nights, sir.
Escano	Okay. Gotcha. So, and that's -- that's including in the \$900?
Brandon	That is correct. You're getting both vacations for 999.
Escano	Alright. I'll tell her that.
Brandon	Covering two adults and two kids 12 and under.
Escano	No. She's telling me we gotta -- we gotta talk about it if I want to do this. I can't - sorry man, I can't spend the \$900. I -- I apologize.
Brandon	What if I make you an offer?
Escano	Uh, what's the offer?
Brandon	You can make -- you can make that decision on your own. How many times a year do you and your wife go on vacation, sir?

Escano	Uh, about once a year.
Brandon	Okay. And you guys are legally married, right?
Escano	Yeah.
Brandon	Perfect. So it's just you and the wife and you guys go on vacation once a year. Alright. And have you been to Mexico?
Escano	Uh, no.
Brandon	Okay. Well here's what I can do for you, sir. You guys are married. You -- you -- you aren't divorced, right? I'm sorry, I mean you're not retired yet, right?
Escano	No no.
Brandon	Perfect. Look, I'm going to make you a little bit of a better offer on the whole package. Keep in mind, the more options I give you for vacations the better options I have for you guys actually investing in my membership. Okay. So look, I'm going to give to you, sir, first, six days and five nights all-inclusive to the Blue Bay Grand Esmeralda. Alright. This is a five-star-rated resort. It is a beachfront property. Keep in mind most of all, it's all-inclusive, meaning all your meals, all your drinks, tips, and taxes, everything will be included so there's no additional spending once you get to the resort. Okay? The second resort, same rules apply. But that property is actually a little bit more upgraded. It's a little bit more upgraded and it's a five-star, four-diamond-rated resort. You'll be staying....
Escano	I'm gonna cut you off. I gotta -- I gotta go to a meeting right now but the, um, she's saying that, um, it has to be -- if she's gonna -- I'm gonna give someone my credit card, it has to be some company based in the United States, basically. If someone's gonna, you know, if I gotta, if I'm [unintelligible] give them our credit card number. And she also said we already planned all our trips for this year so -- so she doesn't want me -- she doesn't want me to pay any money for it. Sorry, man.

**April 3, 2018 Call Transcript**

Prerecorded Message	--your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive any additional offers, press "2" now.
Artificial Voice	Hi, this is Ashley. Recently, you or a family member participated in a promotional event in which you were offered a 70% discount towards an all-inclusive vacation getaway to a five-star resort. Well, you have been selected for our offer. Congratulations.
Escano	Oh, cool.
Artificial Voice	Is your household income at least \$50,000 a year?
Escano	Yes.
Artificial Voice	Great. It looks like you qualify, so congratulations. Now, I'm going to place you on a brief hold to connect you with one of our resort specialists, so please stay on the line for a moment while I connect you, okay?
Escano	Okay.
Phone Rep	Hi, [unintelligible] Cancun Special Promotions. Who do I have the pleasure of speaking with?
Escano	Uh, this is Ruben Soons.
Phone Rep	Hello?
Escano	Hello?
Phone Rep	Who do I have the pleasure of speaking with today?
Escano	Uh, Ruben Soons.
Phone Rep	[unintelligible] Ruben?
Escano	Yeah.
Phone Rep	Hello. How are you doing today?
Escano	Good.

Phone Rep	Great. Now Ruben before we begin, you are over 28 years of age, correct?
Escano	Yeah.
Phone Rep	[unintelligible] you do have a valid credit card, I assume?
Escano	Uh, yeah.
Phone Rep	[unintelligible]
Escano	Uh, United States.
Phone Rep	Perfect. Again, my name is [unintelligible] and we're one of the fastest-growing resort owners in the [unintelligible] Mexico. [unintelligible] I do have a promotion today [unintelligible] to Cancun, and let you enjoy a sauna, all-inclusive vacation, and treat you like royalty for a week. [unintelligible]
Escano	Are you – are you guys calling from Mexico?
Phone Rep	Sir, [unintelligible] the details of the promotion, and at the end of this call, you can make an educated decision based on [unintelligible]. Fair enough?
Escano	Okay.
Phone Rep	Alright, great. Now, due to the tremendous response, in order to [unintelligible] this promotion, we do only allow one [unintelligible] per household, which means that [unintelligible] answer all of your questions. At the end of this call, you will simply need to let me know if this is something that you would like to take advantage of. Keep in mind that you will have [unintelligible] two and a half years to travel. So don't concern yourself with travel dates or [unintelligible]. Fair enough?
Escano	Okay.
Phone Rep	Okay, great. Your vacation begins here in sunny Cancun, Mexico, and [unintelligible] our beautiful all-inclusive resorts for [unintelligible] nights. [unintelligible] airport, here in Cancun, and [unintelligible] cocktails [unintelligible] resort. Since this is all-inclusive, you will receive a VIP wristband upon check in, allowing

	you to put your wallet away as everything is included [unintelligible] beer, wine, alcoholic, and non-alcoholic beverages. Tips and [unintelligible] are included as well. There are [unintelligible] amenities for you to enjoy, [unintelligible] spa treatment centers [unintelligible] 24% discount on all outside excursions, including trips to [unintelligible], snorkeling on the second largest coral reef in the world, or you can simply relax on the white sandy beaches of the Riviera Maya. Now, this vacation is for two adults and two children 12 and under, if any. Who do you normally travel with?
Escano	Uh, probably just hanging out, you know?
Phone Rep	I'm sorry, [unintelligible]?
Escano	Probably just hanging out, you know.
Phone Rep	[unintelligible]
Escano	Uh, I don't know. Not sure right now.
Phone Rep	[unintelligible]
Escano	32.
Phone Rep	Okay, you're 32, okay. [unintelligible] anyone go with you?
Escano	Eh, we'll see.
Phone Rep	Okay. What else would you like to do on vacation?
Escano	Well, sit by the beach.
Phone Rep	Okay, you like the beach. Have you been to Cancun before?
Escano	No, I haven't.
Phone Rep	Okay. Well, Cancun is one of the top travel destinations in the world. It's absolutely amazing. Now, [unintelligible] that you will eat and drink at no additional cost to you. Now, [unintelligible] Cancun, it's beautiful. [unintelligible] it's breathtaking. [unintelligible] sit on that beach where you can go out and enjoy a nice, deep tissue massage right on the beach. [unintelligible] all the stress [unintelligible] your body. Once you're done with your deep tissue

	massage, you'll enjoy a nice dinner, and [unintelligible] whatever it is you want to eat at no additional cost to you. Does this sound like something you like to do for vacation?
Escano	Uh, I mean, I guess, but where, are you cal—is this, is this from Mexico, or is it just a trip to Mexico? Like, are you calling from Mexico?
Phone Rep	[unintelligible] Cancun, Mexico. [unintelligible] vacation?
Escano	Uh, potentially, probably, maybe.
Phone Rep	[unintelligible] if all you wanna do is go to the beach, you know, I want to send you to [unintelligible]. What is it that you like to do, Ruben?
Escano	Uh, I go scuba diving. Is there any scuba diving? Are, are, are you calling from Mexico?
Phone Rep	[unintelligible] calling from Mexico.
Escano	Oh, okay. Are you in the United States? Or Canada?
Phone Rep	Ruben, give me a moment of your time to [unintelligible] the details with you [unintelligible]. I'll answer all of your questions. Fair enough?
Escano	Okay.
Phone Rep	I'm sorry?
Escano	Okay. That's fine.
Phone Rep	Okay. So what else do you like to do on vacation?
Escano	Uh, go swimming, scuba diving.
Phone Rep	Okay, well, we do offer scuba diving here in Cancun. I feel like you are more [unintelligible] to your liking, [unintelligible] from jet skiing to snorkeling [unintelligible] beautiful Caribbean Sea. [unintelligible] experience its beauty. Does that sound like something you would like to do for a vacation?

Escano	So how, how, how long, how long is it?
Phone Rep	What do you mean?
Escano	How many days?
Phone Rep	Oh. It's five days and four nights.
Escano	How much is it?
Phone Rep	You gotta give me a moment of your time so I can give you all the details. I can either give you the details, or I'll have to pass your package off to the next [unintelligible] family. Which one [unintelligible], Ruben?
Escano	Sorry, say that again.
Phone Rep	I said, I have to give you the details [unintelligible] because I'm still kinda new here. And you did agree to give me a moment of your time to give you the details. I can either give you the details, or I have to pass your package off to the next [unintelligible] family. Which one would you prefer?
Escano	Oh, okay, so yeah, you can continue.
Phone Rep	I'm sorry?
Escano	You can continue.
Phone Rep	Okay. Now as a thank you for [unintelligible] today. You will receive second vacation. A second all-inclusive vacation to exotic Costa Rica for two. [unintelligible] in a rain forest resort. Sounds great, doesn't it?
Escano	Yep.
Phone Rep	Now, [unintelligible] reservation and processing fee of \$79 [unintelligible] until you book your travel date. [unintelligible] everything that you're going to receive. Be sure to write this down. Let me know when [unintelligible], okay?
Escano	I'm ready.

Phone Rep	Ready?
Escano	Yeah.
Phone Rep	Five days, four nights in Cancun in one of our beautiful all-inclusive resorts.
Escano	Okay.
Phone Rep	Five days, four nights, all-inclusive in exotic Costa Rica for two.
Escano	Oh, okay. Okay.
Phone Rep	Complimentary [unintelligible] Cancun.
Escano	Okay.
Phone Rep	[unintelligible] Cancun portion with an additional five nights to take to Costa Rica.
Escano	Okay.
Phone Rep	[unintelligible] two and a half years and they are 100% extendable, which gives you time [unintelligible] and who you will be bringing with you.
Escano	Okay.
Phone Rep	These vacations are also transferrable. If you cannot use them for any reason, you can sell them or give them away to a family member or a friend as a great gift.
Escano	How do I do that?
Phone Rep	[unintelligible] you'll just call us and let us know who you want to transfer them over to. [unintelligible] information.
Escano	Okay.
Phone Rep	[unintelligible] with no black-out dates. So you can travel whenever [unintelligible] advanced notice of your [unintelligible] travel date.
Escano	Okay.

Phone Rep	[unintelligible] the normal price of these vacations is over [unintelligible]. However, [unintelligible] percent discount, for the price of these vacations, in exchange for you touring our resorts in Cancun and Costa Rica. This comes out to only \$999 for both vacations. So that's \$999 per person, not per destination. The \$999 covers both [unintelligible]. Now, we do accept MasterCard, Visa, American Express, and Discover. Which card would you use to [unintelligible] today?
Escano	It's \$1,000, is that—so I think you said this, but is it for both total for Costa Rica and Cancun or for each?
Phone Rep	Its \$999 for both vacations.
Escano	So I pay \$1,000 and I get a vacation for Costa Rica and Cancun?
Phone Rep	Yes, you're gonna get both vacations.
Escano	Huh.
Phone Rep	Yes, you will get both of them. Yes, it's five days, four nights in Cancun, five days, four nights, and Costa Rica. Now, let me explain how the process works. [unintelligible] verification department on the phone [unintelligible] vacation package with you. All our deals are recorded. We guarantee that you will receive 100% of everything that I've gone over with you today. [unintelligible]. You will be getting the following: your confirmation booking number with our company, our toll-free customer service and reservations department number. Most importantly, you will receive a six-digit [unintelligible] for today's transaction, which is your receipt number. With that number, [unintelligible] merchant account...
Escano	Hold on, say that again? Sorry, your -- sorry, what was the last thing about the merchant account? I didn't hear that.
Phone Rep	Oh, no problem. I said with that number you're welcome to call your credit card company and [unintelligible] safe and secure transaction [unintelligible] preferred merchant account. [unintelligible] email confirmation. With this confirmation, you can review our resort and [unintelligible] vacation. [unintelligible]

	vacation, all you have to do is call us and book your travel dates. Does that make sense?
Escano	Well, do you guys have, like, a website or anything like that?
Phone Rep	[unintelligible] address for you. [unintelligible] hold on for one second for me, okay?
Escano	Okay.
Phone Rep	[unintelligible]. Just give me one second, [unintelligible] website?
Escano	Yeah, just like...
Phone Rep	Okay, hold on one moment, sir. Okay, one moment sir. I can see what I can do for you.
Escano	Okay.
[Kelsey]	Hi, Ruben?
Escano	Uh, yeah.
Kelsey	Hi my name is Kelsey. I'm the promotion manager. How are you doing today?
Escano	Good.
Kelsey	Excellent. So Ruben, [unintelligible] first and foremost, to congratulate you [unintelligible] on today's promotion. Also, you have been speaking to one of my new agents, so I want to make sure that she has been polite and courteous with you for her entire call.
Escano	Yeah.
Kelsey	Okay, thank you so much. [unintelligible] answer any additional questions or concerns that you may have before you purchase your package with me today. However, before we get into that, are you familiar with timeshare?
Escano	Uh, kind of. Heard about it.

Kelsey	Okay. [unintelligible] information today. On your second day of stay, we get you out for a 90-minute tour of all the amenities that we have to offer. You are under no financial obligation to purchase into a timeshare, and it's strictly just an option. But that's why you're receiving both these vacations at the highly discounted rate. Does that make sense?
Escano	No. Can you say that again? Yeah, like...
Kelsey	Yes. We take you out for a 90-minute walk-through of everything that my resorts have to offer: our pools, our restaurants, the spa treatment, golf course, everything that we have to offer. [unintelligible] under no financial obligation to purchase into the timeshare and it's just an option available to you. But that is how, strictly for the 90-minutes, [unintelligible] that's how you're receiving the discounted rate today.
Escano	Oh, so -- okay. So, alright. Um, do I have to go to the 90-minute thing?
Kelsey	Yes, that's why you receive the discount.
Escano	This...
Kelsey	[unintelligible]
Escano	Not per day, but just 90 minutes for the whole trip, right?
Kelsey	No. No, this is 90 minutes [unintelligible] on your second day of stay.
Escano	Okay. Yeah, I mean, that's...
Kelsey	Right, so in the 90 minutes...
Escano	That's fine, but are you -- is it -- is it -- the -- is it Marriot? Like, what, who...
Kelsey	No. No.
Escano	What's -- who are you -- yeah. Who's the name of...

Kelsey	No, we're not the Marriott. Okay, we're not the Marriot. We do work with various travel partners. [unintelligible] program today. However, we're doing a promotion for the Laguna Suites Golf and Spa and the Ocean Spa. Now, we do own six resorts all together: four in Cancun and two in the Riviera Maya.
Escano	So... So, you're, so you're, you're not Marriot, but you're the, you're the hotel. What's, what's your company?
Kelsey	Well I'm Cancun Special Promotions. [unintelligible]. Now, [unintelligible] we own six resorts all together: four in Cancun, we have the Sunset Royal, the Sunset Marina and Yacht Club, Laguna Suites Golf and Spa, and the Ocean Spa.
Escano	Okay.
Kelsey	We're running a promotion today for the Laguna Suites and the Ocean Spa.
Escano	Do you -- do you guys have a website?
Kelsey	Yes.
Escano	What's...
Kelsey	So, what types of resorts are you used to? Three star, four star?
Escano	Uh...
Kelsey	Five star?
Escano	Three or four.
Kelsey	Okay. Well, if you're used to [unintelligible] higher caliber [unintelligible] web form.
Escano	Yeah, I got it. I'm ready for you.
Kelsey	Okay. [unintelligible] you put in www...
Escano	Yeah.
Kelsey	...dot Cancun, C-a-n-c-u-n...

Escano	Yeah.
Kelsey	...dream, d-r-e-a-m...
Escano	Yeah.
Kelsey	...getaways, g-e-t-a-w-a-y-s, dot com.
Escano	Oh, okay.
Kelsey	And it's gonna [unintelligible]. You're gonna be able to see the resorts, um, you're also gonna be able to see all the destinations that we're running for the promotion. You'll be able to see all of that.
Escano	Okay.
Kelsey	[unintelligible]
Escano	Sorry, go ahead.
Kelsey	[unintelligible] I just want to explain to you how the process works and how you're safe and secure. Is that fair?
Escano	Sure.
Kelsey	Okay. So, I'm in the marketing department. I will [unintelligible] basic information to get you registered. I only take the type of card, month and year that it expires, how your name appears, and your email address. I will ask you to make [unintelligible] verification where you will speak to a legal finance officer on a secure line. Once your payment is approved, they provide you with a six-digit approval code, which is your receipt number. Now, [unintelligible], call the 1-800 number on the back of your card and they will be able to verify three things with you: that we are who we say that we are, only the exact amount that you have authorized will be charged to your card today, and that we have a preferred merchant account. Does all of that make sense?
Escano	Yeah, yeah. Um, but where -- where's, uh, so you guys are in -- where is your call center?

Kelsey	We're actually located in Orlando, Florida.
Escano	Oh, okay.
Kelsey	Mm-hmm.
Escano	Um, so... Uh, do you guys have, like, a mailing address?
Kelsey	...Yes. [unintelligible] Um, [unintelligible]. Yes. [unintelligible]. At the end, I will get you registered and give you my customer service and my reservation department number. You'll also get your instant email confirmation, and [unintelligible] it has both numbers on it as well, along with your moneyback guarantee, all the resorts that we own, the itineraries, everything. Now, are you also interested in the [unintelligible]?
Escano	Yeah. I mean, that would -- that would make it more, uh, I guess, enticing. But I'm -- I'm on the website. I can't find like a, like a mailing address or anything. Do you, do you have one?
Kelsey	Um, I can provide you with that. And then I also [unintelligible] Cancun, but I am in Orlando.
Escano	Okay, so you can't -- you can't tell me what the mailing address is for you guys?
Kelsey	I don't provide you with that.
Escano	Who... When, when can we...
Kelsey	Now...
Escano	When can I -- who, who, is there someone that could provide me with that? 'Cause I don't see it on the website.
Kelsey	Right. [unintelligible] it shows you the promotion that we have going on today. It shows you the [unintelligible], the pictures of the resort that you will be staying at, all of that. Now, as I stated, um, I want to ask you how often do you travel?
Escano	Uh, like once a year.

Kelsey	I'm sorry?
Escano	Once a year.
Kelsey	Once a year? Okay. Where do you usually go to when you travel?
Escano	Uh, just random places. Pick a spot, drive, you know.
Kelsey	Okay. Do you -- have you traveled international often?
Escano	No, not really.
Kelsey	Okay. So, have you ever been to Cancun before?
Escano	No, no.
Kelsey	Okay.
Escano	I mean, I, I can -- I'm, I'm -- is -- if I do -- so, alright, will my card be charged now?
Kelsey	Yes, it will be charged today but, as I stated, I don't take your sensitive information on the floor.
Escano	Yeah.
Kelsey	I transfer you over to my corporate verification.
Escano	Alright, so...
Kelsey	They process your card on a secured line.
Escano	So...
Kelsey	So, [unintelligible]...
Escano	If, if, if my, you know, if, if the power -- if, um, you know, we'll, we'll see, but if, if -- do I have like a 30, do I have, you know, like, a, you know, like an exchange, you know, a return period if, if I realize, you know, this is a mistake or something like that and I can't really do it? Is there a 30-day period?
Kelsey	Okay, this package is non-refundable because if I knew that you wanted to [unintelligible] the package. Keep in mind I don't care

	about the package price. I don't make a penny off the package price. I don't make a penny if you purchase timeshare in Cancun. I only make my commission whenever I get you to Cancun to attend my timeshare tour.
Escano	Oh, okay. So...
Kelsey	Now...
Escano	But the thing is...
Kelsey	[unintelligible]. We do have a money-back guarantee in place.
Escano	Okay.
Kelsey	Right, we do. Mm-hmm. We do have a money-back guarantee in place, but as I said, it's not refundable. You can't just call in 30 days and say, "Oh, I just don't wanna take it." No. But what it is, is because you're not physically here the timeshare travel package, or if the [unintelligible] all the details of the travel package on a secured line on the digital voice receipt. But they are all-inclusive, the amount of occupants, no black-out dates, [unintelligible] that you are agreeing to take my timeshare tour. Now, once you agree, and only if you agree to all the terms and conditions, that then becomes your digital signature. Your credit card company keeps a copy and I keep a copy, as well. [unintelligible] protects both parties. It protects you, because if you get down to Cancun or Costa Rica, we charge you [unintelligible]. You will call your credit card company up and they will immediately negate all charges for services not rendered, and refund you your entire travel package, not just a portion.
Escano	I see.
Kelsey	Now, it also protects me because if you go down to Cancun and Costa Rica and you decide you don't want to take my timeshare tour, I pull my copy of the receipt up and then we'll charge you full retail value. Because, as I stated, that is the real purpose for you receiving the discounted rate today. Does that make sense?
Escano	Aren't there -- I thought there was a rule that, like, you have to have, I don't know, correct, correct me if I'm wrong, you have to

	have, like, a 30-day, you know, refund period. Like, if I don't get the -- if I don't get the service, like, if, if I don't, you know, if I don't get the service, then shouldn't I be able to refund? I'm not saying I will, but just, it's a thousand dollars, and if I get, you know...
Kelsey	Right, [unintelligible] everything...
Escano	[unintelligible]
Kelsey	Right. Right, it's [unintelligible] everything that we state on the digital voice receipt, if we try to put black-out dates on you, if we charge you for anything while you're here, if we don't [unintelligible] the amount of occupants that we state that we do, or if you're not happy with your accommodations while you're in Cancun or Costa Rica, [unintelligible] moneyback guarantee.
Escano	So, so...
Kelsey	As I stated...
Escano	If I, if I do this, I mean, will I eventually get some, like, mailing address for you guys? 'Cause I, I just see, like, a name and a website. That's fine, but, like, is -- I just want to know, like, like, a, like, a mailing address or, like, a location. Will I get that after I pay, or...
Kelsey	I'm not sure [unintelligible] I work through our, our corporation in Orlando. So, [unintelligible] information, to see if I can get that address for you, um, 'cause I don't want to give you the wrong information, because it's a very valid question. However, I don't know the answer because I'm in Orlando, so I don't - you know.
Escano	Well, I mean, whatever -- any address in the United States, like, any like, company office or something. Just a -- something in Mexico wouldn't really work. Like, a resort would be fine, but, like, you know, it's...
Kelsey	[unintelligible] resort in Cancun.
Escano	Oh.
Kelsey	That's what comes up on your bill. Right. [unintelligible] in Cancun because that, that's [unintelligible] in Cancun. So, as I stated, with

	your six-digit approval code, if they could not verify that we are a resort out of Cancun; if we charge you for [unintelligible] anymore than what you have authorized; or [unintelligible] don't have a preferred merchant account [unintelligible] and cancel your payment.
Escano	So this, so this... Sorry, I cut you off. You can go ahead.
Kelsey	[unintelligible] to Cancun. Mm-hmm. [unintelligible] the charge is coming from Cancun. Now, [unintelligible], I want you to understand, we are multi-million-dollar resort owners. Now, the people that are processing your card are the same people that you deal with if you decide to purchase into timeshare. [unintelligible] business terminal. [unintelligible] physically be here for me to swipe your card, you have to have a business terminal. We have had our business terminal with MasterCard, American Express, Discover, and Visa for over 26 years. [unintelligible] after the business terminal [unintelligible]. [unintelligible] for over eight years now, and I'm not going to jeopardize my job or my, or my company's business terminal over \$900. I'm not going to, and neither is my company.
Escano	Mm.
Kelsey	[unintelligible] your credit card [unintelligible] asking a lot of questions, and I can appreciate that, and I do appreciate that. But, [unintelligible] you also know that [unintelligible] if you call your credit card company and you said that you want to change [unintelligible] exchanged. I'm being very upfront with you. I'm telling you everything that I possibly can. I'm being very frank. [unintelligible] address physically in Cancun. I'm [unintelligible]. I'm giving you all the information, but at some point, you're gonna have to figure out whether or not to, you know, decide whether you're interested in what I'm offering or if you'd like to pass. Because I only jump on here as a courtesy.
Escano	Yeah. Do you guys take American Express?
Kelsey	I'm sorry?
Escano	Do, do you guys accept American Express?

Kelsey	Do I -- do we take American Express?
Escano	Yeah.
Kelsey	Yes, we take Visa, MasterCard, and American Express, yes.
Escano	So, you said there's a 48-day kind of window where, if I realize, you know, I can go back?
Kelsey	Right.
Escano	Okay.
Kelsey	Mm-hmm. [unintelligible] if you are an American Express owner, you know that.
Escano	Okay. Um.
Kelsey	So that is one big [unintelligible].
Escano	I mean it's just -- so if -- alright. So if you can, I mean any sort of like office address like in, in, it doesn't have to be in Orlando but in United States like, if you can provide me with that, then that's fine, we can do that. So I...
Kelsey	[unintelligible]
Escano	Yeah. Ideally, Orlando but like anywhere in the United States. The Mexico one wouldn't really work. It's, I mean honestly it's like in Mexico, it's like...
Kelsey	[unintelligible] work. [unintelligible] work out of Cancun. We're just based in Orlando. A call center in Orlando. [unintelligible] resorts in Cancun.
Escano	I mean if you can tell me the, like the address in Orlando?
Kelsey	Okay. Well, I'm seeing on here if I can get that authorized. I have my agent going to check to see if I can get that authorized.
Escano	Okay.
Kelsey	Okay?

Escano	Okay.
Kelsey	Now aside from that, are you interested in the package today?
Escano	Uh yeah. Yeah I mean I'm, I'm willing to -- we can, we can see. Sounds like a good deal so...
Kelsey	Okay. So, my director just told me – my director just told me that the address [unintelligible] at the very bottom of the screen. He's on the website.
Escano	So, so I'm on the home page, Cancun Dream Getaways.
Kelsey	Hmm-hmm, hmm-hmm.
Escano	I don't see any address. Where should I go?
Kelsey	<p>My director says at the very bottom of the screen [unintelligible] on the left or right side, he's unsure. Okay. They're gonna try and get it for you right now so that way that can be addressed [unintelligible] a little bit confusing right now.</p> <p>Now, if you're interested then this is what I have you down for [unintelligible] if you're interested then let's get you registered, so [unintelligible] five day, four night Cancun, that's all-inclusive and then your five day, four nights Costa Rica is also all-inclusive. You do have two and a half years to take both of these vacations. They are completely open-dated, no black-out dates. You can book on a Monday, a Wednesday, a Saturday. It doesn't matter. Your total package price is just a standard 999 US dollars.</p>
Escano	Okay.
Kelsey	As I stated before, all I take on my end to get you registered is the type of card, month and year that it expires, as your name appears and your email address, I also take the state and zip code that you're located in.
Escano	Hmm. Yeah, that's fine. As long as I, you know, as long as you can get me the mailing address in Orlando that's...
Kelsey	[unintelligible].

Escano	Okay.
Kelsey	[unintelligible] because as I stated before, I am the only marketing manager here. I do have a bunch of new agents and I do have to get back to the floor.
Escano	Okay. Yeah. So um what, what do you need?
Kelsey	Sorry, I just need the type of card and the month and year that it expires.
Escano	Okay. It's American Express. And the month is [REDACTED]. Year is [REDACTED].
Kelsey	[REDACTED]. Okay. And how does your name appear on the card?
Escano	Uh Ruben, R-u-b-e-n. Soons, S-o-o-n-s.
Kelsey	Ruben C?
Escano	Soons. So like, like if you're saying I'm gonna be there soon but just with an s at the end, so Soons.
Kelsey	Hmm-hmm. Oh Soons. Okay. Is there a middle initial?
Escano	No.
Kelsey	Okay. And the email address [unintelligible] would you like for your confirmation to come to?
Escano	Uh you can do, which one should I give, for resorts...
Kelsey	While you're figuring that out, [unintelligible] within the next 24 to 48 hours. Would you like for that [unintelligible] 201-[REDACTED]-8938?
Escano	Yeah.
Kelsey	Ok, and what state and zip code are you located in?
Escano	Um, um zip code is 2 -- well oh you mean area, wait – yeah, you mean zip code.
Kelsey	Zip code.

Escano	[REDACTED] and...
Kelsey	[unintelligible]
Escano	[REDACTED] ...
Kelsey	Hmm-hmm.
Escano	And...
Kelsey	Which state?
Escano	New Jersey.
Kelsey	Hmm-hmm. Your email address?
Escano	Uh you can do uh one sec. Oh okay. So I, I'm gonna give you email, my resort email will be -- it's gonna be uh, three words. So it's just [REDACTED]@gmail.com. So [REDACTED] ...
Kelsey	Alright?
Escano	Yeah. I'll spell it for you. [REDACTED]@gmail.com
Kelsey	Okay. Alright. Now, they're working on getting you the address and sorry it's taking a little bit longer. Aside from that though, [unintelligible] I do just wanna briefly run over everything one more time so that we are on the same page.
Escano	Yeah, sure. The other thing is, I think I said you guys could call me at the 201 area code but that's, that's, that's only for like that one call, for the confirmation, right?
Kelsey	I'm sorry?
Escano	So you said someone's gonna call me at 201 [REDACTED] within the next like 24 hours?
Kelsey	24 to 48 hours, right. To welcome you to our -- to welcome you to the family.
Escano	Okay. That's only that one call.

Kelsey	[unintelligible] additional questions.
Escano	Okay.
Kelsey	Right, it's to welcome you to the family. Correct.
Escano	Okay.
Kelsey	[unintelligible] I just want to briefly go over everything one more time so that way we're on the same page. [unintelligible] very important. [unintelligible] corporate verification. [unintelligible] speak to my legal finance officer. Once your payment's approved, they provide you with a six-digit approval code. [unintelligible] American Express [unintelligible] 800 number [unintelligible] they will be able to verify who we are, [unintelligible], the exact amount that you have authorized, and that we have a preferred merchant account.
Escano	Okay.
Kelsey	As I stated before, I would be shooting myself in the foot if they could not verify any of those three things because they would immediately cancel [unintelligible].
Escano	Okay.
Kelsey	However, also -- okay, alright. So here – alright, I have your address. Are you ready?
Escano	Yeah sure.
Kelsey	Okay. So it's km-7, hotel zone, Cancun, Mexico 77500. Okay. And the [unintelligible] stands for kilometer.
Escano	But that's the address in Cancun. I was wondering the address...
Kelsey	[unintelligible]
Escano	...any address in the United States.
Kelsey	Okay. You want my Orlando address?
Escano	Yeah.

Kelsey	Right. Now as I stated, [unintelligible] all resorts out of Cancun. That's where your call will be processed, is out of Cancun.
Escano	So, but, okay. So, alright. So the comp -- so...
Kelsey	[unintelligible] I'm in a huge call center with over a hundred in the room right now.
Escano	Oh okay.
Kelsey	There's different – there's different promotions going on [unintelligible].
Escano	So, so...
Kelsey	[unintelligible]
Escano	So you work for Cancun Getaways? Or, no, the Special Promot -- what's, what's it called again?
Kelsey	The website is – the website is – right, the website is Cancun Dream Getaways, however my company name is Cancun Special Promotions. Correct.
Escano	Cancun Special Promotions.
Kelsey	Hmm-hmm. That's who I work for. And my name is Kelsey.
Escano	Okay.
Kelsey	Okay. So [unintelligible] so this is what I have you down for. Is your five day, four night Cancun is all-inclusive. Your five day, four night Costa Rica is also all-inclusive. You have two and a half years to take both of these vacations and then your total package price is just 999 US dollars. Now, is that to be charged to your American Express today?
Escano	Hmm. And you guys said you're calling from Orlando, Florida?
Kelsey	Yes. [unintelligible].
Escano	Yeah. We can do that.

Kelsey	Okay. Alright. [unintelligible].
Escano	No that's fine. We can go ahead and do it.
Kelsey	Okay. Alright. [unintelligible] go ahead and give you my customer service and the reservation department numbers.
Escano	Okay. As long as I get the, you know, the 48-hour timeframe in case, you know, tomorrow morning I wake up and I'm like I can't spend a thousand dollars, but it sounds a good deal so I'll do it right now.
Kelsey	No, no, no. As I said, this is non-refundable.
Escano	Oh.
Kelsey	This is a non-refundable package.
Escano	Okay.
Kelsey	Now, if we don't provide 100% of everything that we say on the digital voice receipt, that gives you grounds for a moneyback guarantee.
Escano	Okay. But you did say like 4 -- AmEx has a 48-hour window, right? Not to say that I'll take advantage of it, but just in case.
Kelsey	Right. [unintelligible] he was speaking to me, I apologize. [unintelligible] yes, as I stated, you do have a moneyback guarantee but [unintelligible] you should know that as an American Express owner, you do know that. However, you're not – it's not that we're gonna give you – we're not - you're not gonna not receive everything that I'm telling you about. Does that make sense?
Escano	Yeah, okay.
Kelsey	Okay. So as I stated before [unintelligible] in your email confirmation today [unintelligible] you do get the digital voice receipt. Your credit card company keeps a copy and I keep a copy as well. Because as I stated before [unintelligible].

Escano	Okay.
Kelsey	'Cause this whole promotion today is [unintelligible] gonna get you down to Cancun to take my timeshare tour.
Escano	Okay.
Kelsey	Okay?
Escano	Yeah.
Kelsey	Now, my customer service number. Are you ready?
Escano	Yeah.
Kelsey	It's 1800 961 8354.
Escano	Okay.
Kelsey	My reservation department number is 1866 760 1843.
Escano	Okay.
Kelsey	Okay? Call the customer service. If you have any additional questions or concerns [unintelligible] reservation whenever you're ready to book your travel dates. Now, if you have your pen and your paper handy, I also want you to write this down. If you travel to Cancun between the dates of September 1 <sup>st</sup> and October 31 <sup>st</sup> of this year, my resorts authorize an additional day and night stay.
Escano	Oh okay, cool.
Kelsey	Okay. At no cost. 'Cause [unintelligible] peak season.
Escano	Okay.
Kelsey	Okay? You don't have to travel between those times, however if you want an additional day, that would be the time to travel.
Escano	Cool.
Kelsey	Also have you ever used your American Express for international purchase before?

Escano	Uh no.
Kelsey	Okay. As I stated before, my resorts will process [unintelligible] in Cancun, so they might ask you for extra authorization. That's an [unintelligible]. It may not happen but it might so I just want to make you aware.
Escano	Okay.
Kelsey	Okay?
Escano	Yeah.
Kelsey	Okay. Now all I'm waiting on is the green light from my marketing manager – I'm sorry, director [unintelligible], my corporate office. So they'll do all the processing. Once I transfer you it should only take about five minutes or so to get you registered. [unintelligible] down in Cancun, take a bunch of pictures, have a great time, post them on social media.
Escano	Okay.
Kelsey	Okay. [unintelligible] great marketing tool for me.
Escano	Cool. Okay.
Kelsey	Alright. Hold on. [unintelligible] I'm just waiting for the go ahead to send you over. Am I good? Alright, now I already see [unintelligible] verification. Thank you so much, Ruben, for allowing me to earn your business. Um, keep your pen and your paper handy, and hold the line.
Escano	Okay.
Kelsey	Okay.
	MUSIC [transferring call]
Scotty	Yes, hello this is Scotty with the Verification Department. Am I speaking with Ruben Soons?
Escano	Yeah.

Scotty	Okay. How you doing today, Ruben?
Escano	Good.
Scotty	Excellent, excellent, sir. Now once again my name is Scotty and I am with the Verification Department and you were transferred over on a secure line to finish your vacation purchase.  Now I see that for today's purchase, you will be using a [sic] American Express with an expiration of [REDACTED]. Is this correct?
Escano	Yeah.
Scotty	Perfect. And Ruben, whenever you're ready, can you please confirm the 15 digits from left to right, beginning with the number [REDACTED].
Escano	Uh yeah. I think -- I ask this, can you just confirm the address where you guys are? I asked this...
Scotty	Yes. We are [unintelligible] located here in Cancun, in the hotel zone, sir.
Escano	Okay. And what's the - like a mailing address?
Scotty	It's a - kilometer number 7.
Escano	Uh what's, like, kilometer, that's like the street number?
Scotty	The name of the street is [unintelligible], sir. This is a -- we are [unintelligible] located here.
Escano	Oh okay. How do you spell that?
Scotty	It's kilometer 7, next to [unintelligible]. If you don't mind me asking, Ruben, have you ever been here to Cancun before?
Escano	No.
Scotty	It'll be kilometer 7, Hotel Zone, Cancun, Mexico and our postal is 77500.

Escano	Oh okay. I thought you said, I thought you said, okay, I thought you said another like the street name was like something else like Cak-Cakaloos. I don't know how to spell that.
Scotty	Okay. It will just be kilometer. If you just put a KM then number 7, kilometer number 7 in the Hotel Zone.
Escano	Okay. That's what she just told me. Alright, so, so -- and the name, what's the name of the hotel? I should've probably asked for this last time, when she was on. What's the name of the hotel?
Scotty	Yeah, so it will be either the Laguna Suites Golf and Spa or the Ocean Spa Hotel. So you have a choice of either/or.
Escano	Ocean Spa. Ocean Spa Hotel?
Scotty	That is correct. Ocean Spa Hotel.
Escano	And Laguna Suite...
Scotty	Or the Laguna Suites Golf and Spa.
Escano	Conference Spa. Okay.
Scotty	Golf and Spa. G-o-l-f and Spa.
Escano	Oh Golf and Spa. Okay.
Scotty	There you go.
Escano	Laguna Suites...
Scotty	That okay? And Ruben whenever you're ready, can you please confirm the 15 digits from left to right beginning with the number █.
Escano	Uh, yes, yes. Okay. So let me see. And will there be a foreign transaction fee? I think she might've mentioned this.
Scotty	Yes, well we are physically located here in Mexico so we will be charging your American Express in Mexican currency which is in pesos and the exchange rate is at 18.47. So on your banking -- billing statement it will appear as 18,451 pesos with 53 cents. Now

	for the transaction fees, that would be directly with your bank institution, but this will be an international transaction sir.
Escano	Okay.
Scotty	Okay. And whenever you're ready Ruben, can you please confirm the 15 digits?
Escano	Yes. Yes. Um, give me one sec.
Scotty	Okay.
Escano	Do you mind -- I'm just gonna -- I just need to check something with the transaction 'cause I, I completely forgot this, I think she might've mentioned it but I just wanna make sure that the foreign transaction fees are not super high. I don't wanna...
Scotty	Yes. On our side Ruben, there is no transaction fee. We will only be authorizing the amount that you authorized which is 999 US dollars. Any additional fees, that would be directly with your bank institution. So I really could not quote exactly what they would be charging.
Escano	Okay. I'm looking -- I'm on my computer. I'm looking it up right now. I'll just be like two seconds. [unintelligible] I think I'm coming close to an answer. Do you know what the name of the company that um is based in Orlando? Do you know what their name is?
Scotty	Okay. I beg your pardon. What was the question again?
Escano	Do you know the name of the company that's based in Orlando?
Scotty	That'll be Cancun Special Promotions.
Escano	Oh okay. Do you know like where they're located?
Scotty	Um, no I don't sir.
Escano	Oh, okay.
Scotty	Okay Ruben, and uh this is a time-sensitive recording. I mean you were transferred over to verification to finalize your purchase and

	for that to be done we do need to verify that you do have a valid card.
Escano	Um, okay, give me one more minute. I just wanna make sure -- I think, I'm chatting with American Express right now just to make sure um...
Scotty	Okay, that's no problem. Yes and uh just for your information, one -- the way it will appear on your next billing statement, it will appear as MXRRU which is the name of our merchant account, which is Mexican Riviera Resorts Unlimited.
Escano	Okay.
Scotty	And so you won't be freaked out, it will be charged in Mexican currency which is Mexican pesos and it should appear as 18,451 pesos with 53 cents which is equivalent to 999 US dollars.
Escano	Okay. Okay, well it looks like it's not too much. So um are you ready for the card number?
Scotty	I am sir and if you can just educate me on this so I roughly know for our future customers, how much would that international fee be? So that way I can have [unintelligible] as well.
Escano	I didn't actually find the exact number but it, it -- I'm looking on some forms -- customer care agent's taking too long, but I looked on some forms and it didn't say it was too much. Like I couldn't give you an exact number but...
Scotty	Okay. No, that's no problem. I will look into it 'cause that's a very good question. And Ruben, whenever you're ready, can you please confirm the 15 digits from left to right beginning with the number [REDACTED].
Escano	So that'll be [REDACTED].
Scotty	Okay. The last three was [REDACTED]. Is that correct?
Escano	Yeah.

Scotty	Okay. Let me just confirm these, Ruben. I wanna make sure I have these correct. I have [REDACTED]. Is that correct?
Escano	Yeah. Did you say [REDACTED]?
Scotty	Let me confirm this. [REDACTED].
Escano	Yeah that's it.
Scotty	Perfect. And for quality assurance purposes, the four digits on the top right-hand corner of your card?
Escano	[REDACTED].
Scotty	[REDACTED]. And you are the account holder for this card, correct?
Escano	Yeah.
Scotty	Okay. Now the name as it appears on the card, this how your name will appear on the reservation. I just wanna make sure I have the correct spelling. I have Ruben, R-o-b, as in boy-e-n, last name Soons, S-o-o-n-s. Is that correct?
Escano	Uh first name is R-u-b-e-n.
Scotty	Okay.
Escano	And everything else is right.
Scotty	Okay. Perfect. Ok, now Ruben I am online to confirm your billing information and for customer protection and quality assurance purposes this call will be recorded. This is a time-sensitive recording so please hold any questions until the end. This is not a contest or a drawing. This is a vacation offer from Cancun Special Promotions and today's date is April 3rd 2018.  Now can you please confirm the following contents and the terms of your vacation package by stating clearly that you understand everything that you're receiving as I go along, okay?  Now, Ruben today you are authorizing the amount of 999 US dollars, and this will cover your five days and four nights of all-inclusive accommodations at the Laguna Suites Golf and Spa or

	the Ocean Spa Hotel here in Cancun, Mexico. Now your Cancun vacation is valid for two adults and two children, 12 and under. Please understand that if you are married, you must be between the ages of 28-75. However, if you're single, you must be between the ages of 28-65. And Ruben do you meet these requirements?
Escano	Yes.
Scotty	Excellent. And can you please confirm your date of birth for me.
Escano	Uh, that'll be July 1st 1987.
Scotty	87. Okay. Perfect. Okay now I do see that you are also receiving two \$30 spa certificates valid here in the Cancun destination. Now along with your Cancun destination you are also receiving five days and four nights of all-inclusive accommodations at the Villas Sol Hotel and Beach Resort in Costa Rica. Now the Costa Rica vacation it is valid for two adults and two children, [unintelligible] and under. Now Ruben does this information sound correct? Is this what you were offered?
Escano	Yeah.
Scotty	Okay...
Escano	Just so I'm clear. The lady did say that American Express has a 48 kind of grace period in case I like, in case I realize you know a \$1,000 charge. I think it's fine. I mean it's a good deal but I just wanna make sure that according to what you said, I have a 48-hour window to, you know, reassess...
Scotty	Yes. I believe that American Express is the only company that does do that.
Escano	Okay.
Scotty	However, for the Visa and Mastercard and Discover it would be different terms and conditions. That is correct.
Escano	Okay. That's fine.
Scotty	Okay. Now Ruben since we are the host resort, you will receive a complimentary vacation package when you arrive here in Cancun.

	<p>Now please understand that these vacations are not intended for group travel or anyone currently working in the travel industry. So you will have 18 months from today's date to choose your Cancun vacation with an additional 12 months for your bonus destination. Now there are no blackout dates sir as long as you can provide us with at least a 45-day advance notice and if you are planning on traveling in either the months of March or December, please give us at least 60-day advanced notice as that is our high season here in Cancun.</p>
Escano	Okay.
Scotty	<p>And you will be responsible for providing your airline tickets and the one-time reservation fee of 79 US dollars, not to be paid until you book your travel dates and you are eligible for this promotion today at a total price of 999 US dollars in exchange for 90-minutes of your time previewing the host resorts.</p> <p>Okay Ruben, those are the terms and conditions. Now I just need to quickly go over the information. Make sure I have everything correct here.</p> <p>You will be receiving a welcome aboard call from customer service and the best number we have is 201 [REDACTED] 8938. Is that correct?</p>
Escano	Yeah.
Scotty	Okay. And I have you in the state of New Jersey. Was your zip code [REDACTED]? Is that correct?
Escano	[REDACTED]. Yes.
Scotty	Perfect. And finally, can I just have you verify the spelling of your email address. It's very important we have this correct so you can receive an email confirmation.
Escano	Okay. So that's um, [REDACTED]@gmail.com. So it's [REDACTED].
Scotty	<p>Okay. It's all connected. [REDACTED]@gmail.com. Perfect.</p> <p>Now, due to the promotional nature of this vacation package today's charge is non-refundable. However, it is fully transferrable</p>

	to any qualified adult which means you can give it away as a great gift or you can sell it if you so choose. Now Ruben, as I conclude this process, do you agree to these terms and conditions?
Escano	Yeah.
Scotty	Excellent. Now Ruben, as I'm waiting on the bank's response sir, do you have a piece of paper and a pen handy?
Escano	Yeah.
Scotty	Okay. First number I would like to give you. This is going to be the customer service number. That number is 1800 961 8354.
Escano	Okay.
Scotty	Now the next number I would like to give you. This is the reservation department number. That is 1866 760 1843.  Now these numbers are available Monday through Friday from 9.00 a.m. until 7.00 p.m. Central Standard Time.
Escano	Okay.
Scotty	And on Saturdays from 10.00 a.m. until 2.00 p.m. Central Standard Time.
Escano	Okay.
Scotty	Okay. And Ruben congratulation, sir. You have been approved for the charge. I do have two very important numbers for you. Do you still have your piece of paper and pen handy?
Escano	Yeah.
Scotty	Okay. First number I'm going to provide you with. This is going to be your approval code for the transaction. And your approval code is [REDACTED]. So once again Ruben, it's [REDACTED]. Okay.  Now the next number I'm going to give you. This is going to be your booking number. It's very important for you to have this at hand whenever you call customer service. And your booking number is [REDACTED]. So once again Ruben, it's [REDACTED].

Escano	Okay.
Scotty	So, in this case sir, Ruben, be expecting your confirmation letter and your welcome code within 24-48 business hours. If you do not receive it within that timeframe, first check your spam mail. If it's not there, call customer service so we can resend it and also so you can recognize the charge on your next billing statement, it will appear as MXRRU, which is Mexican Riviera Resorts Unlimited. And so you won't be alarmed Ruben, it will appear as Mexican pesos, once again, it's 18,451.53 pesos. And that's equivalent to the 999, okay.
Escano	You said Mexican Riviera -- what was the name?
Scotty	MXRRU, which is Mexican Riviera Resorts Unlimited. Right.
Escano	Ah okay.
Scotty	Okay so Ruben, in this case here with that being said, it seems that we're all set. You have yourself a great day. Welcome to the family and we look forward to seeing you here in Cancun, okay sir?
Escano	Okay thanks. Have a good one.
Scotty	Okay. You have a good one sir. Bye bye.

**April 16, 2018 Call Transcript**

Prerecorded Message	Thank you for choosing Marriott Hotels! We would like to inform you that your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive any ad...[hold music]
Tom	Good afternoon, my name is Tom. Who do I have the pleasure of speaking with?
Escano	Hi, Tom. Anthony.
Tom	Hello, Anthony, how are you today?
Escano	Good, and you?
Tom	Okay. Thank you very much for asking. [unintelligible] phone area code 201?
Escano	Yeah. Why do you ask?
Tom	Okay, great. Well, what's happening today, um, I see that we have a couple vacation packages left on this area code. Please understand that this is a limited-time offer. It's a promotion for today, I would like to give you the details on this vacation package. Would you like to get the details?
Escano	Uh, uh, yeah. Details.
Tom	Okay. Once again, my name is Tom, and we...
Escano	Where are you calling from?
Tom	What's the question about?
Escano	Where are you calling from?
Tom	From a call center, sir. That's why you hear a lot of background.
Escano	But where?
Tom	This is located in Cancun, Mexico, sir.
Escano	Oh.
Tom	In a resort called Blue Bay Grand Esmeralda.
Escano	Wait, what's it called?
Tom	It is actually - Blue Bay Grand Esmeralda. It's one of the resorts that we have to offer.
Escano	Myrtle Bay?
Tom	Blue. Blue. Blue, as the color. Blue Bay.
Escano	Yeah.
Tom	Grand Esmeralda. Like emerald, but in Spanish.
Escano	Blue Bay Grand Miralda. Do you....
Tom	Esmeralda, yes.
Escano	Is that the only hotel you represent?
Tom	No. We represent many hotels. For example, we have different locations -
Escano	Do you represent....
Tom	- here in Cancun.
Escano	Do you represent one like Riviera?
Tom	Yes. Riviera Maya, that's where we are located right here.
Escano	What's the name of your company?
Tom	...Resort Discovery.

Escano	Resort Discovery. Do you guys also go -- do you guys also go by Sunset World?
Tom	I'm sorry?
Escano	Do you guys also go by Sunset World?
Tom	Sunset? No. No, we don't have Sunset. We have some [unintelligible], um, resorts, I don't know -- have you ever been in the -- in the Riviera Maya resorts?
Escano	No.
Tom	No?
Escano	No.
Tom	Well, I can give you a couple names of the places, uh, where we have the destinations [unintelligible].
Escano	Yeah, sure, if you can just list...
Tom	[unintelligible]
Escano	...what -- what hotels are they.
Tom	Give me one minute. Give me one minute. [unintelligible] all-inclusive ones. Okay, give me one minute so I can tell you exactly, and also, if you have an issue, I can go over the whole details of this vacation package, and then...
Escano	Oh, no, I just want to know the names.
	[Line disconnects]

**April 23, 2018 Call Transcript**

2018\_04\_23\_13\_04\_02\_+12015281389\_[0].m4a

Prerecorded Message	Thank you for choosing Marriott hotels! We would like to inform you that your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive any additional offers...
Artificial Voice	Hi, this is Ashley. Recently you or a family member participated in a promotional event in which you were offered a 70% discount towards an all-inclusive vacation getaway to a five-star resort. Well, you have been selected for our offer. Congratulations. Is your household income at least \$50,000 a year?
Escano	Yes.
Artificial Voice	Hello? Again, is your household income at least \$50,000 a year?
Escano	Yes.
Ashley	Great. It looks like you qualify, so congratulations. Now I'm going to place you on a brief hold to connect you with one of our resort specialists, so please stay on the line for a moment while I connect you, okay?
Escano	Okay.
Miguel	Hi my name is Miguel with Cancun Special Promotions. Who do I have the pleasure of speaking with?

**May 1, 2018 Call Transcript**

2018\_05\_01\_17\_56\_01\_+12015268696\_[0].m4a

[NOTE: audio blown out for most of recording, difficult to understand]

Prerecorded Message	Thank you for choosing [unintelligible] hotels! We would like to inform you that your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive any additional...
Kylie	Hi hello, good afternoon. My name is Kylie on behalf of [unintelligible] Mexico. Who do I have the pleasure of speaking with?
Escano	Hi.
Kylie	[unintelligible] how are you doing today?
Escano	Good.
Kylie	[unintelligible] vacation package [unintelligible]. Please understand that I can only hold until the end of the phone call [unintelligible] today. [unintelligible] provide you with the details, okay?
Escano	Yeah, sure. Um, this is Marriott? Where are you calling from? [unintelligible] called, like last week, so I just want to make sure that these – that you guys are the same folks.
Kylie	[unintelligible]. Um, we're calling on behalf of Vacation Station Mexico. We're affiliated with the Marriott and other [unintelligible] resorts, Wyndham, and Hyatt [unintelligible].
Escano	Oh, so you're calling from Mexico?
Kylie	No, I'm calling on behalf of Station... Vacation Station Mexico.
Escano	Oh, but are you in Mexico?
Kylie	[unintelligible] sir, I'm here at the resort.
Escano	Can you put me on a "do not call" list?

**May 3, 2018 Call Transcript**

2018\_05\_03\_14\_08\_02\_+12015258022\_[0].m4a

[NOTE: audio blown out for most of recording, difficult to understand]

Prerecorded Message	Thank you for choosing [inaudible] hotels! We would like to inform you that your confirmation number was drawn and you are entitled to receive a complimentary stay! For further details, press "0" now. If you don't wish to receive...
	[three minutes of hold music]
Anthony	Hi, good afternoon. My name is Anthony on behalf of Traffic Star Vacations. Who do I have the pleasure of speaking with?
Escanzo	Hi I'm, I'm trying to figure out... I was talking to some of you, someone else like last week and we went over some different plans, but the thing is, I think I was another, another... got a call from someone else too. Are you guys based in Mexico or Florida?
Anthony	No, we are in Mexico.
Escanzo	Oh, okay.
Anthony	[unintelligible]
Escanzo	Oh, okay. Can you put me on a do not call list?
Anthony	Certainly. And that is 201 527 8938, correct?
Escanzo	That's it.
Anthony	Okay, we're gonna go ahead and have that placed on the do not call list.
Escanzo	Okay.

**May 8, 2018 Call Transcript**

2018\_05\_08\_13\_07\_02\_+12015281795\_[0].m4a

Prerecorded Message	This is an exclusive announcement from Hyatt Hotels! Your telephone number has been pre-selected to receive a complimentary stay in one of our five-star hotels! For further details, press "1" now.
Artificial Voice	Hi, this is Ashley. Recently you or a family member participated in a promotional event in which you were offered a 70% discount towards an all-inclusive vacation getaway to a five-star resort. Well, you have been selected for our offer. Congratulations.
Escano	Oh cool.
Artificial Voice	Is your household income at least \$50,000 a year?
Escano	Yeah.
Artificial Voice	Great. It looks like you've qualified, so congratulations. So I'm going to place you on a brief hold to connect you with one of our resort specialists. So please stay on the line for a moment while I connect you, okay?
Escano	Okay.
Randy	Hi there. My name is Randy. I'm calling on behalf of Cancun Special Promotions. Who do I have the pleasure of speaking with?
Escano	Hi, this is Ruben.
Randy	Ruben?
Escano	Yeah.
Randy	How you doing today, Ruben?
Escano	Okay.
Randy	That's excellent to hear. Now, Ruben, before we begin, you are between the ages of 28 and 65, correct?
Escano	Yeah.
Randy	Alright, and to check into your resort accommodations, you do have a valid credit card, I assume?
Escano	Yeah.

Randy	Okay, perfect. Again, my name is Randy. We are one of the fastest growing resort owners and developers in Mexico. And the idea behind the promotion today is to help bring you to Cancun and let you enjoy a fabulous, all-inclusive vacation and to treat you like royalty for a week. All we ask in return is for you to take a tour of our resorts and all the amenities that we have to offer. Okay?
Escano	What's the... are you guys with Hyatt?
Randy	We actually work with various travel partners. Most likely that was how you were qualified for this promotion. But today we're marketing to people today through a referral-based program. So that's how that went down.
Escano	Oh, but you're partnered with Hyatt.
Randy	I'm sorry?
Escano	Oh, but you're partnered with Hyatt?
Randy	We're working with various travel partners.
Escano	Oh, and Hyatt's one of them?
Randy	Can... I'm sorry, can you pull your mouth away from the phone just a tiny bit? It's making you sound jumbly.
Escano	Does that sound better?
Randy	Yeah, that's a little bit better, it's just your echoey and a little jumbly, I apologize. Plus, it's loud here on this side, so it makes it a little bit....
Escano	How about is this better?
Randy	Yes, that's perfect. Great, thank you.
Escano	So, you're working with Hyatt on this one?
Randy	Like I said, it's various travel partners. I just... I'm... you're my first call today. I just know that we're marking today to people through our referral-based program. So, I don't know if you've stayed somewhere where somebody refused - referred you. You know what I mean?
Escano	Yeah probably. What's the... are you guys in Florida or Mexico?
Randy	I'm actually based in the call center in Orlando. Yep.

Escano	What's the name of your company?
Randy	Now due to the tremendous... Cancun Special Promotions. Now due to the...
Escano	Now is that the... Is that the official name? 'Cause... Cancun Special Promotions. I was talking to someone from, I think, Sunset? Sunset World? Do you guys also go by that? I was talking to them like a couple of days ago.
Randy	Oh, you spoke with somebody a couple of days ago about this promotion?
Escano	I don't know, I think so. I wasn't sure of the exact one. But it said Sunset. Does that ring a bell, are you guys Sunset World?
Randy	I actually, like I said, you're my fifth call today, so let me go ahead and wrap up the details. Okay?
Escano	It, it doesn't, like... if you've got a good deal, I'll go with you guys, but I just wanted to make sure if it's, if it's the same people then that makes it easy for me. But if not, like I don't really care, it doesn't mean...
Randy	Like I said, you're my fifth...
Escano	Is it Sunset World? Or do you only go with... what's...
Randy	Okay, you're my fifth person on the phone today. I got off the training floor at 9:30 this morning. So I've only talked to five people. I'm brand new. That's a great question. I'm gonna make a note of that so I can get that answered for you, but let me go ahead and wrap up these details, okay?
Escano	Oh okay. And what's your... What's the mailing address for you guys?
Randy	Excuse me?
Escano	Like a mailing address?
Randy	Listen, like I told you, I'm brand new, so I can either give you these details or I can go ahead and happily pass your package. Which would you prefer?
Escano	No, I mean like when you like the, the headquarters there so I can find out what the exact company is, like what's the address there?

Randy	Sir, I'm gonna... like I said, I'm brand new so I can either give you the details of this promotion or I can happily pass your package, which would you prefer?
Escanzo	Well, no, but you don't, you don't... you're telling me. You don't know what the address is there?
Randy	I thank you for your time. You have a great day.

**Second May 14, 2018 (7:41 pm) Call Transcript**

2018\_05\_14\_19\_41\_02\_+12015244967\_[0].m4a

Prerecorded Message	...your telephone number has been pre-selected to receive a complimentary stay in one of our five-star hotels! For further details, press "1" now. To be placed on the "do not call" list, press 2 now.
Woman 2	Hi, in order to receive your promotion, are you over 28?
Escano	Yeah.
Woman 2	Okay, please hold [unintelligible].
Joseph	Hi my name is Joseph. Who do I have the pleasure of speaking with?
Escano	Hi, where are you calling from?

**May 1, 2019 Call Transcript**

Unknown contact (phone) 2019-05-01 12-00-44

Prerecorded Message	--hotel! We would like to inform you that your telephone number was qualified by our booking system to receive an all-inclusive complimentary stay! For further details, press "0" now. To be placed on the "do not call" list, press "2" now.
	[Key tone, hold music.]
Mike	Hi good afternoon, my name is Mike. Who do I have the pleasure of speaking with?

**June 4, 2019 Call Transcript**

## Unknown\_2019\_06\_04\_11\_26\_05\_[0].mp3

Prerecorded Message	Congratulations! You've been selected by booking.com to receive a \$999 credit towards your next vacation! Press "1" now to learn how to redeem. Press "2" now to be placed on the do not call list.
Prerecorded Message #2	Your call is very important to us. Please stay on the line and you'll be transferred to the next available agent.  [hold music]  Your call is very important to us. Please stay on the line and you'll be transferred to the next available agent.
Artificial Voice	Congratulations, you've qualified for a promotional giveaway offering, a 70% discount towards an all-inclusive Cancun vacation. In order to receive it, you must meet two requirements. Are you at least 27 years old?
Escano	Uh, yeah. Hello? Hello? Yes. Yes.
Artificial Voice	Are you at least 27 years old?
Escano	Yes.
Artificial Voice	Is your household income at least \$50,000 a year?
Escano	At least 50,000?
Artificial Voice	Are you at least 27 years old?
Escano	Yeah, I said that.
Artificial Voice	Is your household income at least \$50,000 a year?
Escano	Yes.
Artificial Voice	Great. Please hold while I connect you to a resort specialist. Hold on just a bit, please.
Savannah	Hi, my name is Savannah with Oasis vacations. I will be your travel specialist today. Who do I have the pleasure of speaking with?

Escano	Hey, this is Jonathan.
Savannah	And how are you doing today, sir?
Escano	Good, you?
Savannah	I'm doing great. Thank you for asking, Jonathan. Before we begin, you are between the ages of 28 and 65, is that correct?
Escano	Yeah.
Savannah	And to check into your resort accommodations, you do have a valid credit card, I assume?
Escano	Yeah. Where's the resort?
Savannah	I'm sorry, where is our resort?
Escano	Yeah.
Savannah	Okay. Well, give me a moment of your time so I can give you all the details of this promotion and I'm gonna address all your questions and your concerns. Fair enough?
Escano	I just don't wanna waste time. Like, where's the resort?
Savannah	No, sir, you're not... You're not going to waste my time. My job is to give you all the details. Give me a moment of your time so that I can give you all the details about the promotion, and at the end of this call, you can make an educated decision if this is something that you would like to take advantage of, fair enough?
Escano	Okay.
Savannah	Okay. So again, Jonathan, my name is Savannah, and we are one of the fastest growing resort owners and developers in Mexico. The idea behind the promotion today is to help bring you to Cancun and let you enjoy a fabulous, all-inclusive vacation and treat you like royalty for a week. All we ask in return is for you to take a tour of our resort and all the amenities that we have to offer, okay?
Escano	Okay.
Savannah	Due to the tremendous response and a limited availability for this promotion, we do only allow one call per household, which means once I go over all the details with you and I have answered all of your questions, at the end of this call, you will definitely need to let me know if this is something that you would like to take advantage of. Now, keep

	in mind that you will have a full two and a half years to travel, so don't concern yourself with the travel dates or who you will be bringing with you. Fair enough?
Escano	Say that again?
Savannah	Okay, perfect. So, Jonathan, your vacation begins in sunny Cancun, Mexico, at one of our beautiful all-inclusive resorts for five days and four nights. You and your guests start off by getting picked up at the airport in Cancun and greeted with a welcome [unintelligible], when you arrive at your resort. Since this is all inclusive, you receive a VIP wristband upon check in, allowing you to put your wallet away as everything is included, from breakfast, lunch, dinner and snacks, to unlimited beer, wine, alcoholic and non-alcoholic beverages. Tips and taxes are included as well. Now, there are all sorts of amenities to enjoy, like a gourmet restaurant, four swimming pools with....  [break in recording from 6:20 to 6:50]
Escano	Just myself.
Savannah	[audio missing]
Escano	I don't know. Maybe the beach?
Savannah	I'm sorry, sir?
Escano	The beach.
Savannah	Okay. Just hang out on the beach.
Escano	Uh yeah, the beach.
Savannah	[audio missing]
Escano	No.
Savannah	[audio missing]
Escano	Not often.
Savannah	[break in recording from 7:18 to 8:33]
Escano	Possibly.
Savannah	Okay. As a thank you for registering with us today, you will receive a [break in recording from 8:42 to 8:59]

Escano	Sounds like it.
Savannah	I'm sorry, you're... I'm sorry, sir, I couldn't hear you.
Escano	Sounds, uh. Sounds like it.
Savannah	That sounds great?
Escano	Yeah.
Savannah	Okay. [break in recording from 9:12 to 9:35]
Escano	Yeah.
Savannah	[audio missing]
Escano	I'm ready.
Savannah	[audio missing]
Escano	Okay.
Savannah	Jonathan, I'm gonna pass your package. Have a good day.

**September 10, 2019 Call Transcript**

## Unknown\_2019\_09\_10\_17\_47\_03\_[0].mp3

Escano	Hello?
Prerecorded Message	Thank you for choosing Hilton Hotels! We would like to inform you that your booking number was chosen for a complimentary stay! For further details, press "1" now. To be placed on the "do not call" list, press...
Alicia	Good afternoon. This is Alicia. I am calling on behalf of Vacation Resorts. Who do I have the pleasure of speaking with?
Escano	Hi, Jonathan.
Alicia	Hi, how are you doing?
Escano	Good. How are you?
Alicia	I am doing great. Thank you very much for asking. I am showing in my system that we do have a couple of vacation packages [unintelligible]. Please understand that I can only hold this until the end of this phone call since this is a promotional price. Grab a pen and paper and we'll give you all the details. Once again, my name is Alicia, and the idea behind the promotion today is to help bring you to Mexico to enjoy a fabulous, all-inclusive vacation. We [unintelligible] services. You will travel with us again in the future, and most importantly you will tell all of your friends and family members of what a great time you had with us.
Escano	Is this the Cancun?
Alicia	Correct, in Cancun. You will be having four different resorts available to your choice. Let me just give you all the details of the promotion.
Escano	Is this the... is this the call... Are you guys calling from, from Cancun?
Alicia	Correct, we're based out in Cancun, Mexico.
Escano	Oh, can you put me on your do not call list? I'm not interested.
Alicia	Sure.